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SHIF Newsletter No1 / 2023

Editorial : The SHIF, a centenarian in good health?

Dear SHIF Insured,

This is the question I ask myself at the start of the year when we have just celebrated the SHIF Centenary in such a beautiful way.

On the one hand, we can say yes, the SHIF has never worked so well and offered as many services as it does today – such as SHIF Online already in place for a few years now, the new Call Centre (see below) and more. As shown by the latest actuarial study to be published shortly, the financial health of the SHIF remains good - even if small adjustments will be necessary. We also have several projects in the works such as the implementation of a mobile phone “app”, a telemedicine service for all insured and we are looking for new solutions to improve access to care in regions where it remains complicated.

On the other hand, the volume of work in the SHIF has long exceeded the capacity of the Secretariat to absorb it, and despite our best efforts we have entered the new year with a record number of claims waiting to be settled. We thank you in advance for your patience because, as always, the SHIF will do everything possible to ensure that a “return to a normal” happens as soon as possible. We kindly ask you not to contact the SHIF to ask when your reimbursement will be made or if the Medical Adviser has reviewed your request. Rest assured that we are doing our best to meet your expectations while at the same time prioritizing files and claims that require urgent action.

It is now the time to think about how to give the SHIF the means to meet your expectations.

I take the opportunity of this first Newsletter of 2023 to wish you an excellent New Year and above all, excellent health!

Florian Léger
Executive Secretary
13 January 2023

► Centenary General Meeting

Organized in face-to-face mode and accessible virtually, the SHIF General Meeting which took place on 8 December 2022 was a special one, since we took the opportunity to celebrate the SHIF Centenary.

The first half of the meeting was held in its classic format with a presentation provided by the Executive Secretary on the situation of the SHIF, followed by a question and answer period.

The second part was devoted to the celebration of the centenary, with the presentation of a publication on the history of the SHIF. Dorothea Hoehtker, author of the publication, told us the history of the SHIF by introducing us to the main actors of the last 100 years. We were also able to hear the reflections of some representatives of the administration and of the participants, and the Director-General of the ILO addressed the assembly via a video message. By clicking on the following links you can find:

- [the video recording of the General Meeting](#)
(Passcode : kE*2GdDF)
- [the presentation of the Executive Secretary](#)
- [the Centenary publication](#)
- [the pictures of the General Meeting](#)

► Satisfaction Survey

Three years after our very first satisfaction survey, the SHIF Management Committee again wanted to give a voice to our insured. As with the first survey, you were numerous to respond – nearly 2'000 of you – which was a bit more than in 2019! A huge thank you to everyone who responded and especially those of you – more than 800 – who spent the time to provide comments. Your responses encourage us to continue because 76% of you are satisfied or very satisfied with our services. This is a satisfaction rate roughly equivalent to that of 2019 but an exact comparison is not so easy, as the questions were not exactly the same, in 2019 SHIF Online was still in its early stages, and the COVID-19 pandemic had completely changed the way we interact with you (with the SHIF Reception desk closed for 27 months...).

You will find the detailed results of the survey by clicking on [this link](#).

► SHIF Call Centre

In September we informed you of the launch of the new SHIF Call Centre. Following the satisfaction survey carried out in 2019, the Call Centre was one of the commitments made by

the SHIF to improve its services to our insured. The Call Centre is open every working day from 9:30 am until 12 noon and from 2 pm until 4:30 pm (Geneva time). The Call Centre can be reached by calling the SHIF Reception desk number +41.22.799.88.18 or via Teams by clicking the link on the SHIF Online homepage. If all our lines are busy or if you call outside office hours, we encourage you to leave a voice message and we will call you back when we are next open. This new service should be particularly appreciated by colleagues and retirees in the field!



► In brief

Annual Report 2020–21

The [annual report 2020–21](#) is finally available!

► SHIF contribution for retirees

The SHIF contributions for retirees are recalculated each year according to the SHIF Regulations. This means that the change takes place on the December pension, because the SHIF deducts the contributions one month in advance. In 2022 the adjustment for inflation on the pensions (which took place in April) was quite significant, especially in some countries. In addition, there are also fluctuations in the amount due to exchange rate differences. While this means the amount may seem higher, it is still the same percentage of your pension. No need to contact us!

► SHIF Attestations

We remind you that you can download from SHIF Online various attestations for you and your family members. You can also download an attestation providing a summary of your medical expenses for the year, which is sometimes necessary for your tax return, especially for retirees. Retirees who do not yet have a SHIF Online account will again receive this document by the post.

Contact the SHIF

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Any general inquiry or any inquiry related to paper claims: shif@ilo.org

Any inquiry related to SHIF Online access or any inquiry related to an online claim: shifonline@ilo.org

Any medical inquiry that requires the review of the SHIF Medical adviser: shifmedicaladviser@ilo.org

Any inquiry related to affiliations: shifaffiliations@ilo.org

Your technical questions: servicedesk@ilo.org

If you are outside of Geneva and need an advance on benefits for future treatment to be paid to a health care provider, please contact the Director of your field office.